SubliJet®

and

SubliJet XL

Getting Started Guide

for

EPSON Stylus COLOR 3000

Rev 9.0

Getting Started Guide

SubliJet® Inks
for
EPSON Stylus® Color 3000

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CAUTION:

- For best printing results, use the ink within six months of purchase.
- Keep out of reach of children.
- Do not expose ink to temperatures above 100° F or below 40° F.
- Keep ink out of direct sunshine.

Made In U.S.A.

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Introduction

Congratulations on your purchase of SubliJet. With these specially formulated inks, you can print full color sublimation transfers using your computer and EPSON Stylus COLOR 3000 printer. The SubliJet sublimation ink cartridges are the latest advance from Sawgrass Systems, Inc., a leader in the development of digitally driven color transfer technologies and related products.

You can transfer your printed output onto any product designed to accept sublimation dyes including ceramic, metal, mylar, polyester fabric, UniSub and the new Hanes Soft L'Ink T-shirt. Your transfer will result in an image that is attractive and durable. SubliJet is ideal for markets that personalize, customize or create short-run output. This unique process offers a brilliant near photo-quality image on caps, clipboards, clocks, mugs, mousepads, plaques, puzzles, synthetic T-shirts, and more.

This document contains information about using SubliJet inks. Descriptions and procedures are provided for getting the best results from your transfers. The information provided pertains only to the use of SubliJet in your EPSON Stylus COLOR 3000 ink jet printer and therefore references are made back to the *EPSON Stylus COLOR 3000 Printer User's Guide*.

SubliJet is bundled with PowerDriver PRO, an advanced color matching software program that adjusts colors automatically for sublimation printing. Additional documentation is enclosed for the PowerDriver PRO software.

Technical support is available from your authorized SubliJet reseller or directly from Sawgrass Systems, Inc. See the section entitled *Technical Support* for additional information.

The team at Sawgrass strives to provide you with the tools to make the sublimation process easy to learn and simple to master. We hope that you will find that the tools we have developed make your years in the sublimation business fun and profitable. Please feel free to contact us with your feedback about our products. For additional information on SubliJet and our other products, visit our website at **www.sublimation.com.**

Thank you and enjoy your SubliJet printing system.

Setup Instructions

Selecting Paper

For information on selecting the appropriate paper to use with your SubliJet inks, please check our website at www.sublimation.com or call your authorized SubliJet reseller. While the use of copy paper or other inkjet paper will not harm your printer, the transferred results may be light, splotchy or uneven and some papers may stick to the surface or leave a visible residue

Installing Your SubliJet Cartridges

IMPORTANT: You must install and print with Epson OEM ink cartridges prior to using SubliJet

Before you load your first set of SubliJet ink cartridges into your EPSON Stylus COLOR 3000 printer, you must install your Epson OEM ink cartridges. Installing the OEM cartridges provides you the opportunity to familiarize yourself with the printer, verify its operation, and understand its performance. Follow the instructions found in the Epson supplied *Quick Start Guide* for setup and ink loading instructions.

The cartridge loading instructions for SubliJet are the same as for the Epson supplied ink cartridges. However, before installing your first set of SubliJet ink cartridges you must perform a special ink unloading procedure to remove the Epson OEM ink from the printer. This procedure is documented in the *EPSON Stylus COLOR 3000 User's Guide* in the section entitled *Transporting the Printer*. For your convenience the ink unloading procedure is summarized below.

➢ To Unload OEM Ink

1. Turn on the printer.
2. Remove all four of the ink cartridges.
3. Close the ink compartment door.
4. Turn off the printer.
5. Wait until the printer stops making noise and all control panel lights stop flashing. NOTE: This may take 3 - 5 minutes.

IMPORTANT: When installing your cartridges ensure each color is installed in the correct location. Please see the *EPSON Stylus COLOR 3000 User's Guide* for detailed instructions on installing ink cartridges. A summary of the cartridge installation instructions follows.

➢ To Install Your First Set of SubliJet Ink Cartridges

1. If you have not already done so, unload the Epson OEM ink from your printer. To unload the OEM ink, follow the instructions found in the procedure entitled *To Unload OEM Ink.*
2. Turn on the printer.
3. Open the ink cartridge compartment by pressing the top of the ink compartment door.
4. Install the Yellow, Magenta, Cyan, and Black SubliJet cartridges by inserting each cartridge into its proper location. Note that each slot in the ink compartment is marked with a colored "ink drop" symbol. This symbol indicates the proper location for each color cartridge. Align the cartridge with the slot and push it into the printer until it meets resistance and the corresponding ink cartridge light turns off.
5. Close the ink compartment door. The printer will begin to charge the system. Ink charging may take up to 10 minutes. DO NOT turn off the printer while it is charging.
6. The installation is complete when the Pause light stops flashing and remains on.

➢ To Replace an Empty SubliJet Ink Cartridge

1. Turn on the printer.
2. Open the ink cartridge compartment by pressing the top of the ink compartment door.
3. Remove the empty SubliJet cartridge.
4. Make certain that the replacement cartridge you are installing contains the same color ink as the empty one you removed. Align the cartridge with the slot and push it into the printer until it meets resistance and the corresponding ink cartridge light turns off.
5. Close the ink compartment door.

Using Color Management

SubliJet digital printing systems are comprised of a few key elements to ensure high quality output each time you print with SubliJet. PowerDriver PRO color management software is one of those tools.

PowerDriver PRO color management software is a professional grade color management program that provides SubliJet users with the necessary tools to ensure colors print right the first time. PowerDriver PRO software is available for all major Windows based operating systems. PowerDriver PRO Color Sync profiles are also available for certain Macintosh based graphics programs.

PowerDriver PRO software and profiles are intended to give you simple, easy to use color management tools to take the guesswork out of sublimation printing. With the click of your mouse you can automatically optimize colors for popular substrates like Unisub™, Soft L'ink™, ceramics, metal and many others. This is a valuable tool that saves you time, money and limits your need for costly sampling trying to get the job right.

PowerDriver PRO also comes standard with the ColorSure palette matching system. ColorSure is the best way to match spot colors for corporate logos, specific customer requests and makes designing custom artwork easy. ColorSure is a simple system to use, for instructions on how to use the ColorSure system please refer to the *PowerDriver Pro Users Guide* or you can find an online tutorial at www.sublimation.com/colorsure.

Maintaining Your Printer

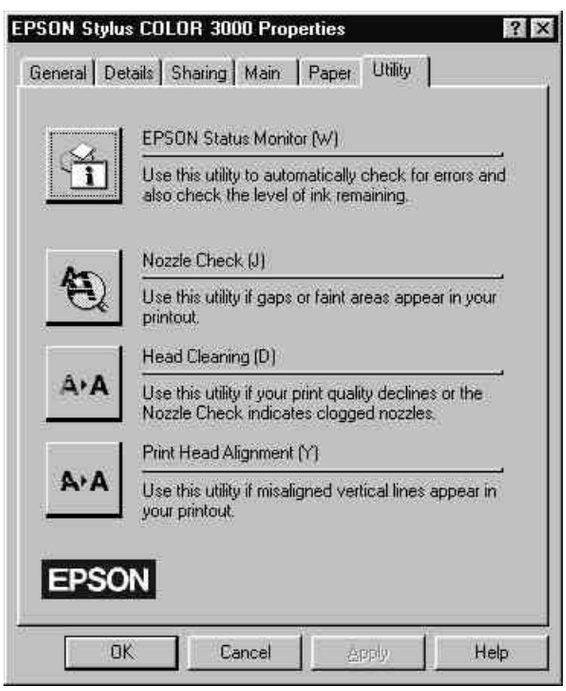
Print Head Cleaning

There are several ways to initiate a print head cleaning cycle on the Stylus COLOR 3000. For a complete discussion of print head cleaning, please see the section entitled *Cleaning the Print Heads* in the *Maintenance and Transportation* chapter of your *EPSON Stylus COLOR 3000 User's Guide*. A short discussion of the recommended method of initiating print head cleaning follows.

The print head in the printer may need cleaning, if you detect a decline in the output quality. A nozzle check should always be performed before initiating a cleaning cycle. The printout from the nozzle check provides a good indication of whether the cleaning cycle needs to be executed. Compare the printout with the pattern displayed on your monitor. If your printout contains gaps or missing lines, click *Clean* to initiate a cleaning cycle. If your printout matches the onscreen pattern, click *Finish*.

➢ To Initiate a Nozzle Check and Clean Your Print Heads

1. Display the printer settings dialog box.
2. Select the *Utility* tab in your printer driver to display the Utility menu.


EPSON Stylus COLOR 3000 Properties
General
Details
Sharing
Main
Paper
Utility
EPSON Status Monitor (W)
Use this utility to automatically check for errors and also check the level of ink remaining.
Nozzle Check (J)
Use this utility if gaps or faint areas appear in your printout.
Head Cleaning (D)
Use this utility if your print quality declines or the Nozzle Check indicates clogged nozzles.
Print Head Alignment (Y)
Use this utility if misaligned vertical lines appear in your printout.
EPSON
OK
Cancel
Apply
Help

3. Click on the *Nozzle Check* button to initiate a nozzle check.
4. Follow the on-screen instructions and clean only the print heads which require maintenance.

Heat Transfer Instructions

Because you can print on a variety of surfaces, you need to take all variables of the surface into account when selecting time, temperature and pressure. Some of the variables are:

- thickness of surface
- how fast the surface absorbs heat
- coatings used on the material to create a receptive surface for sublimation inks (ceramics, metals, etc.)
- accuracy of heat press (time, temperature, and pressure)

The time, temperature and pressure listed below are only guidelines. Check with your supplier for specific heat transfer instructions.

Due to the differences in heat presses and the various materials you will be printing on, it is not possible to give absolute figures. You should experiment to find your own preferred settings.

SUBLIJET

SURFACE	TIME	TEMP	PRESSURE	REMARKS
POLYESTER/ MOUSEPADS	25 seconds	400°F	40 psi	Best for permanency and washability
METAL (UW)	40 seconds	400°F	40 psi	Use absorbent, remove plastic
METAL (NC)	40 seconds	375°F	40 psi	Use absorbent, remove plastic
UNISUB	75 seconds	400°F	40 psi	
FR PLASTIC	33 seconds	400°F	40 psi	
DOUBLE-SIDED FR	90 seconds	400°F	40 psi	
SOFT L'INK	25 seconds	400°F	40 psi	Press for 5 secs to eliminate moisture, use Teflon sheet between sides of shirt to prevent "blow through"
CERAMIC	210 seconds	400°F	40 psi	Use green tile mat for ceramic tile

SUBLIJET XL

SURFACE	TIME	TEMP	PRESSURE	REMARKS
POLYESTER/ MOUSEPADS	45 seconds	400°F	40 psi	Best for permanency and washability
METAL (Universal Woods)	60 seconds	400°F	40 psi	Use absorbent, remove plastic
METAL (Other)	60 seconds	375°F	40 psi	Use absorbent, remove plastic
UNISUB	75-85 seconds	400°F	40 psi	
FR PLASTIC	75-80 seconds	400°F	40 psi	
SOFT L'INK	35 seconds	400°F	40 psi	Press for 5 secs to eliminate moisture, use Teflon sheet between sides of shirt to prevent "blow through"
CERAMIC	150-210 seconds	350-400°F	40 psi	Time varies with press, use green tile mat for ceramic tile

Tips for Polyester Fabric

- Maintain appropriate heat press times.
  - Shortened pressing time will result in good surface color but the sublimation dyes will not completely penetrate the polyester fibers. This leaves the dyes more susceptible to wash out.
  - Longer pressing times will cause the dye molecules to penetrate deeper into the fiber creating a washed out look. For guidelines on transfer times see the section entitled *Heat Transfer Instructions.*
- Maintain appropriate heat press temperatures
  - The correct temperature setting is vital for achieving desired results. Higher temperatures can damage the polyester fibers to the point that they cannot properly "hold" the dyes. For guidelines on transfer temperatures see the section entitled *Heat Transfer Instructions*
- Maintain appropriate pressure
  - Too much pressure on the heat press may cause the dyes to penetrate too deeply into the fabric causing a washed out look. For guidelines on transfer pressure see the section entitled *Heat Transfer Instructions*

Tips for Metal

To obtain the best results when printing onto metal, place the transfer between the metal and an absorbent cloth or fresh, non-textured paper towel. This will absorb any dyes that pass back through the paper and any moisture released during the transfer process. If you have problems with inconsistently filled areas, this may alleviate the problem.

Tips for Ceramic Tiles and Mugs

When transferring onto ceramic tiles and mugs, immediately peel the paper off of the ceramic after removing it from the heat press. Once the paper has been removed, cool the ceramic by submerging it in cool water, or run water over it from a faucet. If paper residue remains on the surface of the ceramic, clean with isopropyl alcohol. If you experience a significant paper-sticking problem, call your SubliJet reseller for assistance.

Tips for Hanes Soft L'Inkä Shirts

The presence of moisture in your fabric can lead to bleeding of the image. Remove moisture by pre-pressing your shirt for 10 seconds. Use Teflon sheets between the front and back of the shirt to prevent the inks from penetrating to the other side of the shirt. If dye residue from your heat press is being deposited on your shirts at any time, heat press a paper towel or similar absorbent material to remove residual dye.

Moisture and Humidity Problems

The addition of moisture to the sublimation process can cause disturbing effects. Under normal circumstances, the small amount of moisture that can accumulate in your paper is absorbed directly into the transfer substrate; however hard substrates like metal and ceramic are unable to absorb excess moisture. Some of problems that are attributed to moisture include:

- color shifting (colors lose accuracy)
- bleeding of the image
- uneven transfer of solid filled areas

➢ To avoid these problems

- Keep your paper in a dry place.
- If you suspect moisture, set the paper on your press for a few seconds. Do not press it. Just expose it to the warmth. The heat radiating from the press should help evaporate most of the moisture.
- To eliminate moisture in fabric, press the fabric for 10 seconds before doing the heat transfer.
- Use an absorbent cloth or fresh, non-textured paper towel behind the transfer sheet to absorb the moisture.

Supplies & Equipment

Contact your reseller to purchase sublimation supplies and equipment. For more information, see the Sublimation Products & Supplies list on our Web site at http://www.sublimation.com.

Storage

- Care should be taken to prevent storing SubliJet below freezing temperatures (32°F, 0°C). Do not expose SubliJet to extreme heat (temperatures in excess of 104°F, 40°C). If SubliJet has been in storage, you should allow it to reach room temperature before using it.
- Do not expose SubliJet cartridges directly to light, especially sunlight, for extended periods.
- Use your SubliJet cartridges before the expiration date on the package. For best results use up the ink cartridges within 6 months of installing them.

Troubleshooting

The troubleshooting tips found in this section relate mainly to problems that can be seen in transferred SubliJet images. If you are having problems related to the performance of your printer, please refer to the Troubleshooting guide found in the *EPSON Stylus COLOR 3000 User's Guide*.

➢ The colors in my transferred image are incorrect

1. The image may need color adjustment. Use PowerDriver PRO color matching software. For more information on how to use this software please see the *PowerDriver Pro Users Guide*.
2. Make certain you use the right printer driver and driver settings. For more information, see your *PowerDriver PRO Users Guide.*
3. Ensure you press the item with the proper time, temperature and pressure. For guidelines see the section entitled *Heat Transfer Information.*
4. Verify all colors print correctly. Run the Nozzle Check utility and clean the print heads as required. See your *EPSON Stylus COLOR 3000 User's Guide* for more detailed instructions.

➢ My printout is really light on paper

This should be no cause for alarm. SubliJet naturally looks muted before heat transfer of the image. After heat transfer, SubliJet's unique inks produce a brilliant and durable final product.

➢ My printout gets cut off on the bottom or side

1. Verify the printer driver is setup for the correct paper size. Your printer driver setting needs to match the paper size that is loaded in your printer.
2. Ensure the right paper guide is in the proper position. When setting up the printer, slide the right paper guide to the left until it clicks into position.

➢ My image looks good but it washes out

1. Ensure you press the garment with the proper time, temperature and pressure. If so, try pressing longer to ensure that the dyes are penetrating the fibers sufficiently. For guidelines, see the section entitled *Heat Transfer Information.*
2. Ensure you use a recommended paper. See the section entitled *Selecting Paper*.
3. Ensure your substrate is designed to accept sublimation transfers. Garments made from natural fibers such as Cotton, are not compatible with the sublimation process.

➢ Colors are light and splotchy

1. Ensure you print on the correct side of the paper. The print side is the bright white side of the paper.
2. Ensure you use a recommended paper. For more information, see the section entitled *Selecting Paper*.
3. Ensure you press the item with the proper time, temperature and pressure. For guidelines, see the section entitled *Heat Transfer Information.*
4. Verify your printer driver settings are correct. See your *PowerDriver PRO Users Guide* for additional information.
5. Ensure you do not have a moisture problem. For more information, see the section entitled *Moisture and Humidity*.
6. Ensure your substrate is designed to accept a sublimation transfer. Garments made from natural fibers such as Cotton, are not compatible with the sublimation process.

➢ My image looks blurred

1. Ensure you press the item with the proper time, temperature and pressure. For guidelines, see the section entitled *Heat Transfer Information*
2. Ensure to use a recommended paper. For more information, see the section entitled *Selecting Paper*.
3. Ensure you printing on the correct side of your paper. The print side is the bright white side of the paper.
4. Ensure you do not have a moisture problem. Try drying the paper on the press or putting a paper towel behind the transfer when you heat press it. Read the section entitled *Moisture and Humidity*.
5. Verify that the printer's print heads are properly aligned. See the section entitled Maintenance and Transportation in the *EPSON Stylus COLOR 3000 User's Manual* for more details and instructions.

➢ My image has gaps or bands present

1. Ensure that all of the printer's nozzles are firing properly. Perform a *Nozzle Check* from the *Utility* tab of your printer driver.
2. If one or more of the nozzles fail to print, see the section entitled *Print Head Cleaning.*

Technical Support

If you are having difficulties achieving good results from your SubliJet inks, you have several support options:

1. **Telephone**: You may contact your authorized SubliJet reseller during their normal hours of operation for assistance. A full listing of authorized Sublijet Resellers is available on our Web site at www.sublimation.com. In addition, you may also contact Sawgrass Technical Support at (843) 884-1575 between the hours of 8:30 AM and 6:00 PM Eastern Standard time.

2. **Internet**: Visit the ***Technical Support*** area of the Sawgrass Systems, Inc. Web site at www.sublimation.com. The troubleshooting utility found here will provide you with solutions to some of the most common problems. You may submit a detailed description of your problem if you need further assistance. We will work with your reseller to provide you with a solution to your printing problems.

3. **Fax**: You may fax a detailed description of your problem to Sawgrass Technical Support at (843) 849-3847. We will work with your reseller to provide you with a solution to your printing problems.

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